Vendor: Avaya

Exam Code: 6211

Exam Name: Avaya Aura® Contact Center Multimedia Implementation Exam

Version: DEMO

QUESTION 1
In a Web Chat, for which purpose are Web on Hold and Web on Hold URLs created?

A. Treatments given to the customer while waiting for the agent to end the chat session
B. Treatments given to the customer while waiting for the agent to join the chat session
C. Treatments given to the customer while waiting for the agent to reply in an existing chat session
D. Treatments given to the agent while waiting for the customer to join the chat session

Answer: B
Explanation:
https://documentation.avaya.com/bundle/administeringAvayaWorkspaceforOceana_r38/page/Creating_Web_On_Hold_URLs_groups_using_Omnichannel_Administration_utility.html

QUESTION 2
Refer to the exhibit. You are creating an Advanced Screenpop in the wizard and have configured where the screenpop will launch (highlighted in the box). Where will the screenpop launch as shown in the exhibit?

A. Launch the screenpop internally in the tab of the Agent Desktop
B. Launch the screenpop externally on the user's browser
C. Launch the screenpop externally in the agent's Conferencing software
D. Launch the screenpop internally in the initial screen of the Agent Desktop

Answer: A
Explanation:
https://downloads.avaya.com/css/P8/documents/101059073

QUESTION 3
Refer to the exhibit. A customer is using Contact Center Multimedia (CCMM) to provide Web Services or integrating Web Chat with their Contact Center. They have created a DMZ to protect the Avaya Aura® Contact Center (AACC) server and the Corporate Web Server by deploying a Corporate Firewall and a Web Application Firewall. What is the recommended placement of the AACC Voice and Multimedia server in relation to the Corporate Web Server where the customer facing Web Chat Application resides?
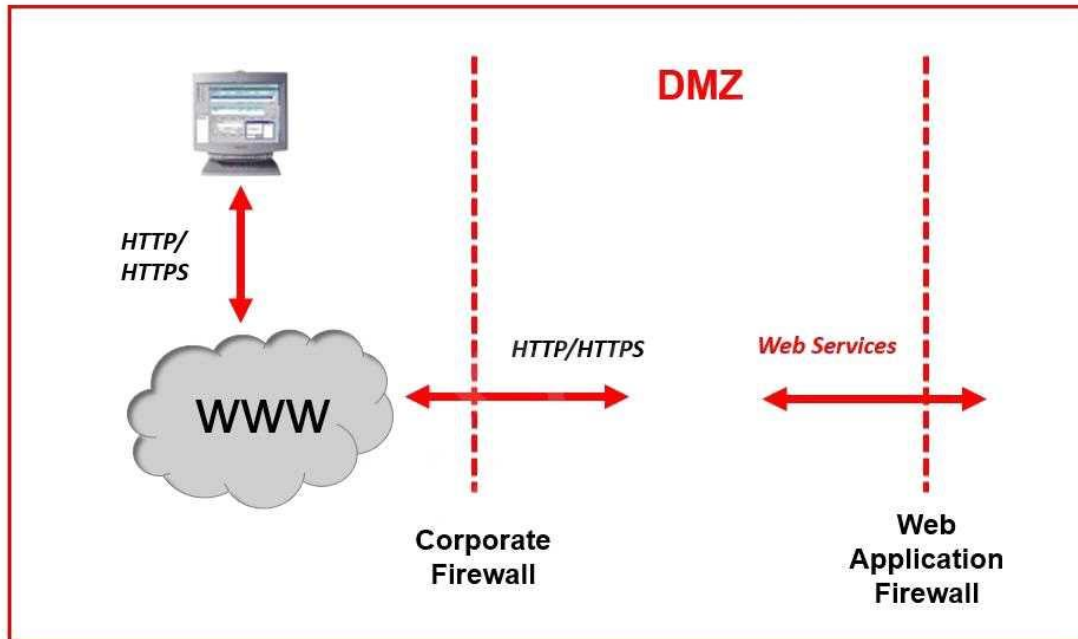
A. Place the AACC Server inside the DMZ between the Corporate Firewall and the Web Application Firewall. Place the Corporate Web Server inside the Web Application Firewall.
B. Place both the AACC Server and the Corporate Web Server outside of the Corporate Firewall.
C. Place both the AACC Server and the Corporate Web Server inside the DMZ between the Corporate Firewall and the Web Application Firewall.
D. Place the AACC Server inside of the Web Application Firewall. Place the Corporate Web Server inside the DMZ between the Corporate Firewall and the Web Application Firewall.

Answer: A

QUESTION 4
Agents will use Disposition Codes after closing an outbound contact. For which purpose is a disposition code used by agents?

A. To record the dialing of an outbound call
B. To record the state of an outbound call
C. To answer an outbound call
D. To end the outbound call

Answer: D
Explanation:
https://documentation.avaya.com/bundle/usingAvayaWorkspacesforOceana_r381/page/Using_outbound_interaction_routed_through_POM.html

QUESTION 5
Which tool is used to create cleanup rules and scheduled tasks in Contact Center Multimedia (CCMM)?

A. Contact Center Database Maintenance Utility
B. Control Utility
C. CCMM Data Management
D. System Control and Monitor Utility

Answer: C
Explanation:
https://downloads.avaya.com/css/P8/documents/101059089 (114)

QUESTION 6
A user is assigning a skillset to a call while creating a new outbound campaign. What is the result if the skillset field is left blank?

A. The campaign stops functioning.
B. The campaign will not be created.
C. The campaign will not receive data.
D. The campaign will receive calls but no agent is assigned.

Answer: D
Explanation:
https://downloads.avaya.com/css/P8/documents/101059059

QUESTION 7
A customer with Contact Center Multimedia (CCMM) needs to create, modify, and monitor outbound campaigns. Which CCMM tool, accessed from the Contact Center Manager Administration (CCMA) application, provides this functionality?

A. the Outbound Campaign Management Tool
B. the CCMA
C. the Multimedia Contact Manager
D. the E-mail Manager

Answer: A
Explanation:
https://downloads.avaya.com/css/P8/documents/101059089 (82)

QUESTION 8
Which tool displays the status counts for each multimedia contact type?

A. Contact Center Database Dashboard
B. Multimedia Data Management
C. Multimedia Dashboard
D. Contact Center Database Maintenance

Answer: B
Explanation:
https://downloads.avaya.com/css/P8/documents/101059089 (114)

QUESTION 9
You want control of when and how Avaya or any other service partner can access your equipment. You will need to configure the remote access architecture and remote desktop connection. What do you use along with Remote Desktop Connection features to add access your equipment?

A. Avaya Secure Control Link
B. Avaya Remote Access Link
C. Avaya Remote Connection Link
D. Avaya Secure Access Link

Answer: D

QUESTION 10
Which two services for Contact Center Multimedia (CCMM) are set as mandatory automatic startup? (Choose two.)

A. CCMM License Service
B. CCMM Campaign Scheduler Service
C. CCMM OAM Service
D. CCMM Starter Service

Answer: AD

QUESTION 11
A new install of Contact Center Multimedia (CCMM) is configured properly and is operational. The technician wants to perform a backup of the CCMM database. Which tool is used to perform the backup?

A. Database Maintenance utility
B. RefClient
C. High Availability
D. Data export utility

Answer: A

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